

\_\_\_\_\_

507 Prudential Road, Horsham, PA 19044

45RCRD  
SUSAN SHIPMAN  
3950 N LAKE SHORE DR  
CHICAGO IL 60613-3434

01990045RCR070000000100000000000151379

**WHY AT&T IS RESPONSIBLE FOR ALL U.S. CELLULAR CHARGES**

AT&T EMPLOYEE MISTAKE CAUSED ALL MY PROBLEMS WAS THE ONLY  
REASON I HAD TO PURCHASE THE U.S. CELLULAR TELEPHONE –  
AT&T SHOULD, THEREFORE, BE RESPONSIBLE FOR THE U.S. CELLULAR  
PHONE AND ACCESSORIES (\$86.89) AND ALL RELATED EXPENSES

OR

TAKE THE MONEY OUT OF MELVA'S PAY, AT&T EMPLOYEE WHOSE  
MISTAKE CREATED ALL THIS GRIEF FOR ME AND EVERYBODY ELSE  
BUT I HAVE "PAID" PLENTY!!!

**AT&T - ISSUE NUMBER 1: NO TELEPHONE HOOKUP FOR 12 DAYS  
WHEN MOVED AND PREARRANGED SERVICE ON APRIL 9, 2003!**

BECAUSE OF MELVA'S MISTAKE, AN AT&T EMPLOYEE, AND BECAUSE THAT MISTAKE WAS NEITHER "CAUGHT" NOR CORRECTED IN TWELVE DAYS BY:

- C. McFarland, the Executive Assistant to Mr. Dave Dorman, the President and CEO of AT&T – and I (and a representative from the Citizens Utility Board in Chicago) spoke to C. McFarland on numerous occasions as to why I did not have my phone reconnected the same day as prearranged, 4-block move, and with the existing phone number; McFarland said he "thoroughly investigated the entire matter"
- Any of the AT&T management whom I spoke with, nor
- Any of the AT&T supervisors whom I spoke with, nor
- Any of the numerous AT&T representatives whom I spoke with, nor
- Any of the AT&T technicians I spoke with.

Over the course of the twelve days I was without a telephone, I suffered – and continue to suffer - many additional problems/consequences, other than not having a telephone.

**AT&T ISSUE NUMBER 2: NEEDED A PHONE FOR MEDICAL REASONS, etc. PURCHASED A U.S. CELLULAR – (SEE PAPER ATTACHED TITLED MY COMPLAINT TO THE FCC AGAINST U.S. CELLULAR).** I hold AT&T responsible for all charges connected with U.S. Cellular, including the headset (\$86.89 - phone used for only 5 weeks total), contract, etc. – if I would have had my phone, I would never have purchased the cell phone!

The U.S. Cellular salesperson did not give me the complete nor accurate/truthful/necessary information regarding the number of monthly minutes I purchased versus when the date those monthly minutes would become effective! The salesperson allowed me to purchase that phone and headset and leave the store without telling me I only had 250 minutes to use because my 1100 monthly minutes didn't begin until 6 days later! **THAT INFORMATION WAS NOT WRITTEN ANYWHERE [U.S. CELLULAR CONTRACT ATTACHED].** Thus, I unknowingly created a bill of over \$400.00 – **WHICH I AM NOT PAYING BECAUSE I WAS NEVER INFORMED (outlined in attached).** U.S. Cellular has ruined my good credit rating now along with AT&T!

OR

Deduct the money out of Melva's pay! Melva is the AT&T employee whose mistake created all this grief for me and everybody else.

AT&T ISSUE NUMBER 3: AT&T DID NOT RELEASE MY LONG-DISTANCE TELEPHONE LINE TO MY NEW SUBSCRIBER, AS PER THE LAW, SO I COULD NOT MAKE LONG DISTANCE CALLS - [Detailed Customer Service Record from Talk America Attached proving above]

AT&T ISSUE NUMBER 4: BILLING ISSUES – C. MCFARLAND BROKE HIS PROMISE TO ME THAT HE WOULD WIPE MY ACCOUNT CLEAN, NOT CHARGE ME FOR CONNECTION FEES,

my new apartment number (#1008) at 3950 building was omitted by an employee of AT&T who took my information on April 9, 2003 when I called to make moving arrangements (30 days in advance so everything would run smoothly) from 3550 to 3950 N. Lake Shore Drive caused all the problems listed below:

1. I had no phone service the same day as my move as was arranged by me with an AT&T employee 30 days before my move; I had no telephone service for 12 days!! AT&T SCHEDULED 3 DIFFERENT DAYS FOR TELEPHONE PERSON TO COME OUT AND HOOK UP MY TELEPHONE AND NOBODY CALLED AND NOBODY SHOWED UP 4 DIFFERENT TIMES! AT&T KEPT ME SITTING AT HOME FROM 8-5 ON 4 SEPARATE OCCASIONS NO SHOW - NO CALL!!!
2. I had to purchase a cell phone which ripped me off big time and that is another fight!
3. I was fighting with everybody at A&T, including C. McFarlin, Executive Assistant to Mr. David Dorman, the President and CEO of AT&T; all I wanted was to get my telephone installed as I prearranged on April 9, BEFORE MY MOVE
4. Reported AT&T to Citizens Utility Board
5. Reported AT&T to the ICC; became too depressed to fill out the hearing paperwork-it's still sitting here and I am going to fill it out and finally turn it in
6. Jim Agnew, of the Illinois Commerce Commission, referred me to speak with Aimee Morris who worked in the Executive/Legal Offices of AT&T and is the contact for the ICC. Aimee's work number is (303) 298-6494 and Fax is (303) 294-7345 Melissa to AT&T Legal Dept. Aimee said AT&T wouldn't accept responsibility for their employee's mistake and insisted I owed them money!
7. Chris McFarlin, Assistant to the President of AT&T, was rude, arrogant and hung up on me on more than one occasion! We were negotiating compensation for my time, etc. but Chris later renigged on all the promises he made to me regarding what he originally told me I didn't have to pay for all the inconvenience; HE LIED AND BROKE HIS VERBAL AGREEMENT AND A VERBAL AGREEMENT IS BINDING!
8. I became extremely depressed over all this, the time involved it took for me to get nowhere with AT&T, all the calls, the expenses of the cell phone, the lies, and the inexcusable unprofessional and downright stupidity of AT&T employees, etc.

4/28/03	<p><b><u>4/28/03 - FIRST TIME AT&amp;T DID NOT SHOW UP FOR PHONE INSTALLATION</u></b></p> <p><b>NOR DID AT&amp;T CALL ME to cancel</b> -I Moved from 3550 to 3950 N. Lake Shore Drive; No phone service as prearranged with AT&amp;T 30 days prior.</p> <ul style="list-style-type: none"> <li>- I used the 3950 Management Office telephone to place calls to AT&amp;T. Talked with many people over one hour – and had to schedule to Thursday for AT&amp;T to come back out that Thursday (waited 8-5 on Thursday but AT&amp;T didn't show up and didn't call).</li> <li>- Initially spoke with Stephanie at AT&amp;T who refused to transfer me to a supervisor.</li> <li>- Spoke to Deena (800-611-2672) – no satisfactory action taken. Referred to C. Fox.</li> <li>- Left a voicemail for C. Fox of AT&amp;T (251-2854) re no phone because he was on vacation.</li> <li>- Spoke with Gerry from inside wiring who referred me to Valerie, a manager.</li> <li>- Called and spoke to Valerie who scheduled phone man to come out Thursday, 5/1/03 to install phone – <b>MAN NEVER SHOWED UP NOR CALLED ME!!!!</b></li> </ul>
5/1/03 –	<p><b><u>THURSDAY, MAY 1, 2003 SECOND TIME AT&amp;T DIDN'T SHOW UP NOR CALL</u></b> -AT&amp;T never showed up nor called me to tell me they wouldn't be here; <b>I waited at home from 8-5 (9 hours)!!</b></p> <ul style="list-style-type: none"> <li>- Alicia, Administrative Assistant to Melissa, a Manager in AT&amp;T office in MO told me the reason the phone installation man didn't show up for phone installation was because he never had an apartment number and Valerie knew all along nobody would be showing up at my house! I got into an argument with Alicia because I said why would a Manager do that? Alicia told me she knew what she was talking about and hung up.</li> <li>- I filed another complaint with the Citizens Utility Board with Jennifer Gallagher (312) 558-5026; (312) 263-4282</li> <li>- I called Mr. Dave Doorman, CEO of AT&amp;T (816-251-3297) on 5/06/03 – left message; no response.</li> </ul>

5/02/03	<p><b>ANOTHER EXCUSE FROM AT&amp;T WHY THEY DIDN'T COME OUT:</b></p> <p>I called AT&amp;T (1-800-987-8745) spoke to LaTonia – LaTonia said “I was never scheduled” <i>AFTER SHE BELCHED INTO THE TELEPHONE EXCLAIMING, “OH, LORD”</i>.....how unprofessional are these people anyway?</p>
5/06/03 –	<p><b><u>MAY 6, 2003, THIRD TIME AT&amp;T DIDN'T SHOW UP NOR CALL –</u></b></p> <p>AT&amp;T never showed nor called left me sitting another 9 hours!!</p> <ul style="list-style-type: none"> <li>- I waited 8-5 and AT&amp;T never showed up nor called me.</li> <li>- I called Citizens Utility Board to file another complaint; talked to Sandra</li> <li>- Citizens Utility Board called Chad McFarland of AT&amp;T President's Office 5/7/03</li> <li>- I called the ICC (1-800-524-0795) and spoke with Mike, Program Mgr.; Mike was leaving the message for Jim Agnew</li> <li>- I called Consumer Services, Chicago Dept of Revenue – asked to speak to Supervisor of Marisol to complain (312) 744-9407</li> </ul>
5/7/03-	<p><b><u>MAY 7, 2003, FOURTH TIME AT&amp;T NEVER SHOWED UP NOR CALLED ME</u></b></p> <p>Waited 8-5 and AT&amp;T never showed up nor called me- just left me sitting here for 9 hours.</p> <ul style="list-style-type: none"> <li>- I called C. McFarland at AT&amp;T President's office (800-848-4158 x3209), EXECUTIVE APPEALS – and told him:</li> <li>- that AT&amp;T owed me 4 days of work pay (excluding the day of my move) – and I wanted that applied to my bill since AT&amp;T wasted my time and didn't have the courtesy enough to call me</li> <li>- since AT&amp;T did not have my phone hooked up on 4/28/03 as prescheduled they are responsible for the costs pertaining to the purchase of a cell phone, headset (\$86.89 for accessories), etc.</li> <li>- it was a medical necessity that I need a phone as I have been under doctor's care and on Social Security Disability for medical issues</li> </ul>

	<ul style="list-style-type: none"> <li>- now a 4<sup>th</sup> installation date needed to be scheduled – and I was seething over the lack of concern for my time, lack of common courtesy, professionalism and straight-out lied to by so-called “executives”</li> </ul>
5/8/03	<p>I called 1-800-987-8745 – <b>AT&amp;T Inside Wire Dispatch spoke w/Mgr of Escalation Office – Glen Callahan in New York;</b></p> <p>Callahan said because the line is here and Ameritech took it to the main point of entry <b>JUST TODAY</b>, that’s why AT&amp;T couldn’t hook up my phone before that time! <b>ANOTHER LIE TOLD TO ME BY AT&amp;T BLAMING IT ON AMERITECH! I reported him to CUB!</b></p>
EXHIBIT A	<p><b>FINALLY, DAY 12 NO PHONE, AT&amp;T PHONE MAN ARRIVES – ANGRY MAN – MR. BRYANT – ARRIVED WITH ATTITUDE!!! SEE ATTACHED REPORT FROM PHONE TECHNICIAN</b></p> <ul style="list-style-type: none"> <li>- Mr. Bryant from AT&amp;T says the phone line could be turned on from the building manager’s office in this building – <b>THAT’S A LIE!!!</b></li> <li>- I began yelling when Bryant told me this crap about hooking up the phone from downstairs, and I called and confirmed it with the management office while Bryant was in this apartment! Bryant told me if I continued to yell he was going to leave and NOT hook up my phone. <b>BRYANT THREATENED ME.</b></li> <li>- I asked him what happened to him yesterday, and he was out sick, he was difficult to talk to, argumentative, angry, attitude, and I was very, very upset and told him that if he didn’t talk to me in a decent tone of voice, that I would report him along with everybody else to Chad McFarland because I have had it with AT&amp;T and rude employees! Bryant told me, “He didn’t care.”</li> <li>- Bryant told me that special attachments were needed because somebody had hooked these phone wires up themselves or some crap, and I told him that I did not need all the lines.....and showed him which lines I wanted to use and the rest could remain dead for all I cared at that point</li> <li>- Bryant disappeared for at least ½ hour saying he needed to get something out of his truck</li> <li>- <b>Bryant said my apartment number was missing on the order and that was the problem all along as to why the technicians COULD NOT hook up my phone before that time!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!</b></li> </ul>



7/29/03	AT&T letter threatening to shut off my phone if \$107.36 not paid by 8/12/03!! I ALREADY HAD A CASE NUMBER FOR A HEARING AND THE MONEY WAS IN DISPUTE – IT IS AGAINST THE LAW TO DISCONNECT ME!!
8/5/03	See AT&T bill – told them I filed a complaint with the Citizens Utility Board against AT&T; Case No.27410, for \$295.49.
8/5/03	Also wrote on AT&T bill - I filed an informal complaint with the Illinois Commerce Commission against AT&T; Informal Complaint #2003-10717S
8/15/03	I noticed no long distance on my phone – it was out on Friday, 8/15, Sat., 8/16 and Sun 8/17; I faxed my doctor's note again on Friday, 8/15/03 to Aimee – still no phone!  I spent 1-1/2 hours on the phone with CUB, ICC and Aimee
8/16/03	I talked to Mr. Salinas, Supervisor at AT&T; Service Tracking #03-01369536, 4:26PM; Send letter w/cc to ICC, Citizens Comment to Mayor and Consumers Service /Miscellaneous (Caroline Shoenberg) – There's NOBODY or nothing available to turn on a telephone when there's an emergency! Notify the Mayor's office – my doctor's note means absolutely nothing!  Coopwood – “nothing they could do”, asked for her supervisor or management person. Griffin Drake – nothing to do because she's not a supervisor!  I wasted over 1 hour on Saturday on this issue!
8/17/2003 – See attached Letter from Continental Airlines, my e-mail to Continental Airlines w/their response  EXHIBITS B	<b>AT&amp;T RIPPED ME OFF OF AIRLINE MILES WITH CONTINENTAL AIRLINES AS I SIGNED UP WITH THEIR ONEPASS ACCOUNT AND NEVER GOT ANY MILEAGE FROM MY PHONE BILL!!!</b> They pass the blame back and forth to each other (documents attached) AT&T ALSO OWES ME THESE MILES PLUS FOR THE AGGREVATION AND TIME SPENT IN RESEARCHING THIS!!  - <b>E-MAIL TO CONTINENTAL AIRLINES ASKING IF AT&amp;T EVER APPLIED PHONE HOURS IN A ONEPASS ACCOUNT FOR ME AS I REQUESTED WHEN I SIGNED UP</b> –Response says no OnePass account associated to my e-mail account  - <b>E-MAIL TO CONTINENTAL AIRLINES ASKING ABOUT MY ONE PASS SERVICE CENTER PINCODE</b> because it is NOT letting me access my account – never received a response!  - Letter from Continental Airlines

	On phone with E. Martinez at Continental for about 1 hour
ICC Referral	<p><b><u>AIMEE MORRIS – LEGAL DEPT OF AT&amp;T; REFERRED TO ME FROM ICC TO STRAIGHTEN OUT MY AT&amp;T “BILL” VERSUS ALL THE NONSENSE I WENT THRU WITH AT&amp;T EMPLOYEES, NO PHONE, DAYS WASTED, ETC.</u></b></p> <p>MY STAND: Over the course of many days, I spent hours trying to talk sense into Aimee Morris at 303-298-6494 .....</p> <p>I do NOT owe AT&amp;T a dime! AT&amp;T owes me money. Chad McFarland broke all his promises/verbal agreements made to me over the telephone. AT&amp;T is responsible for all costs pertaining to the purchase of my U.S. Cellular phone, contract, headset since it is AT&amp;T's fault I did not have my telephone (same phone number) transferred 4 blocks away for 12 days no phone, 4 days no call, no show of AT&amp;T.....</p> <p>I have extensive notes to cover dates, times if necessary.</p>
8/18/03 – Trying to get help for AT&T blocking my phone useage/medical conditions/have doctor's note – meant nothing  EXHIBIT C	I talked to Ms. Ealy, Supervisor – <ul style="list-style-type: none"> <li>• Ms. Ealy refused to put in another tracking number;</li> <li>• Ms. Ealy hung up on me and I called back and asked for her Supervisor;</li> <li>• Ealy answered again and put me on hold and left me on hold;</li> <li>• I hung up and called back. Ms. Ealy answered again and I said, “I want to talk to your boss”</li> <li>• Ms Ealy said her boss is Matt O’Callahan 744-6460, Mgr of 311 and then Ms Ealy hung up on me</li> <li>• I called back and told Ealy I was going to call all night long</li> <li>• Ealy refused to give me the nonemergency number of police</li> <li>• I spoke with Maria Garcia at 744-6460, Supervisor of Commission for Streets and Sanitation</li> <li>• I asked for the number to the Assistant to the Mayor – was given (312) 744-4000</li> <li>• 1:15AM – I called and Ms. Davis answered 311 and I said I wanted a Service Tracking # 03-01380733</li> </ul>
8/19/03	Talked to Ms. Fontana – Ted O’Keefe, Director, x311
9/22/03	I called AT&T 11:28PM and spoke with Patti; told Patti I never received my breakdown of my calls which I requested; Patti said that was not possible to do! <ul style="list-style-type: none"> <li>• Patti refused to help me or give my call to a manager;</li> <li>• Patti hung up on me</li> </ul>

	<ul style="list-style-type: none"> <li>• Patti kept talking when I was talking</li> <li>• Patti was very rude</li> </ul>
10/20/03	<p>I couldn't place a long distance call because AT&amp;T WAS STILL ACTING AS MY LONG DISTANCE CARRIER!</p> <p>I HAD BEEN WITH TALK AMERICA FOR AT LEAST 5 MONTHS!!!</p> <p>MS. WHITTON, SUPERVISOR W/AT&amp;T SAYS THAT TALK AMERICA IS RESPONSIBLE FOR RELEASING THE LINE AND I SHOULD CALL THEM. OF COURSE, MS. WHITTON WAS LYING!!!!</p> <p><b>PLEASE SEE ATTACHED PRINTOUT I WAS SENT FROM TALK AMERICA PROVING THAT TALK AMERICAN REQUESTED MY LINE BE RELEASED FROM AT&amp;T!!!!</b></p> <p>AT&amp;T illegally never relinquished my long distance line for all those months!!!!</p>

*EXHIBIT D*

1/14/05

To: Mr. Jim Agnew - 800-524-0795-Phone 2 Pages Typed  
- 217-524-6859-7  
From: Susan L. Shipman - 773-665-9513-Home Phone  
Informal Complaint # 2003-107175 (AT&T # 151.37)

RE: (1) Formal Complaint (I have completed the paperwork and  
will submit it when I get copies  
made)

I assume the original notarized page gets  
turned into the FCC?

(2) Almost 1½ years after I told you of the wrong  
message on the 1-800-524-0794 number printed  
on AT&T brochure for Illinois Telephone Customer  
Bill of Rights, the 1-800-524-0794 # is listed to  
contact the FCC if consumers are not happy  
satisfied with AT&T's resolution of a complaint -  
This recorded message asks for an access code -  
no access code - the call is disconnected!

I apologize for not sending this when you requested,  
however, with everything I had going against me I had  
a nervous breakdown - the doctors are still trying to  
get the medication dosage correct!

(3) AT&T is after me again - so I've dealt with it  
now, along with the movers who destroyed  
my things (Lisa Burgess in Washington DC / FCC  
handling that now) etc.

I didn't forget - nor forgive - just needed to regroup!  
Happy 2005! Hope you are well! Any questions,  
please call me - Susan Shipman

3950 N. Lake Shore Dr. #1008  
Chicago, IL 60613

To: Mr. Jim Agnew

2 of 2

**AT&T ILLINOIS TELEPHONE  
CUSTOMER BILL OF RIGHTS**

This information explains your rights and responsibilities as a telephone customer. Upon enrollment in AT&T's local service, you were provided a confirmation kit that included an AT&T Service Guide to assist in understanding your bill, features, functionality and other important calling information. If you have additional questions, please call an AT&T Service Representative at the Customer Service telephone number shown on your bill.

**Payment Standards and Procedures**

You will receive a telephone bill from us each month. Payment in full is due by the payment due date shown on the bill. If we do not receive your payment by the time your next month's bill is prepared, any unpaid charges will appear on your next bill as a past-due amount. You may also be subject to a late payment fee. If you are unable to pay your AT&T bill in full by the due date, please call an AT&T Service Representative to discuss alternative payment arrangements.

**Disputed Billing-Complaints**

If there are charges on your bill that you believe to be incorrect, or that you do not understand, please call an AT&T Service Representative immediately. If the charges are determined to be in error, your bill will be adjusted accordingly. Service will not be interrupted for nonpayment of disputed charges during our investigation. However, you are required to pay all charges that are not in dispute by the due date in order to avoid interruption of service. If you are not satisfied with AT&T's resolution of a complaint, you have the right to contact the Illinois Commerce Commission at 1-800-524-0794 (v) or 1-800-858-9277 (TTY). If you prefer, you may write to:

Illinois Commerce Commission  
Consumer Services Division  
527 E. Capitol Avenue  
Springfield, IL 62701

**Restoration of Service**

If your phone service is turned off for nonpayment, you may be required to pay the outstanding balance and any applicable disconnection and/or restoral fees before your service is restored. If any of your payments have been returned by the bank because of insufficient funds, we may require payment in cash, by money order, or by certified check before your phone service is restored.

**Procedures for Handling Inquiries and Complaints**

Telephone inquiries may be directed to AT&T at 1-800-222-0700. Written inquiries may be directed to:

AT&T  
P.O. Box 405  
Lees Summit, MO 64063-0405



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8/19/03  
P/B 800-524-0795

what access code?

Wrote to allow call to be placed w/out code

Tech Name: boryant

Install Date: 5/9/2003

CTS Order #: 593332

Install Time: 8AM-12PM

AT&amp;T Order #: 1 25OXIK1-25QA49

# of Lines: 0

Customer Name: SUSAN SHIPMAN

# of Jacks: 0

Address 3950 N LAKE SHORE DR

Description:

APT 1008

CHGO, IL 60613

SubZone:

County:

Phone AM: 7736659513

PM: 7736659513

Driving Directions and Access Notes:

Contact Phone: 7736659513

Work Order TN: 7736659513

Severity: 2

Vendor Meet ☐Special Notes ☐

Priority: 4

MedExpedite ☐

History:

Materials:

Single Jacks: \_\_\_\_\_

Junction Box: \_\_\_\_\_

Splitter: \_\_\_\_\_

Dual Jack: \_\_\_\_\_

Cable: \_\_\_\_\_

Kitchen Jack: \_\_\_\_\_

Other: \_\_\_\_\_

Round Plated Jack: \_\_\_\_\_

Technician Labor:

Notes: - TIED DOWN AT NID Job Complete Yes No

- TESTED 3 JACKS

Time Arrived: 10:30 Time Departed: 11:25 Customer Initials: \_\_\_\_\_

By signing below you are:

\_\_\_\_ Accepting the installation/repair as performed

\_\_\_\_ Agreeing that the work area was left clean and all visible damage is noted on the work order

Customer Signature: \_\_\_\_\_

PHONE SHOULD HAVE BEEN HOOKED UP ON 4/28/03

AS PRE ARRANGED WITH AT&T EMPLOYEE MELVA

TRAVEL

10:05-10:30

25 MIN

- CONNECTED LINE AT MAIN TELEPHONE ROOM

- TESTED 3 JACKS

EXHIBIT A

AT&T TECHNICIAN WORK SHEET

Susan

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To: Continental Airlines, Inc.  
Cc: chgoesuzan@rcn.com  
Subject: RE: OnePass Number and PIN Resolution

As I stated in this e-mail.....it's been changed and I gave you the new one!  
SSHIPMA@ATTGLOBAL.NET IS THE OLD E-MAIL ADDRESS SO JUST FORWARD THE  
INFORMATION TO MY E-MAIL HERE. THANKS

-----Original Message-----

From: Continental Airlines, Inc. [mailto:continental@coair.com]  
Sent: Sunday, August 17, 2003 4:25 PM  
To: chgoesuzan@rcn.com  
Subject: OnePass Number and PIN Resolution

We're sorry. There are no OnePass accounts associated with this e-mail address.

Please try one of the following:

- \* Request your PIN again using a different e-mail address at  
<https://www.continental.com/acct/pPinResolution.asp>.
- \* Use your OnePass number to request your PIN via postal mail at  
<https://www.continental.com/acct/pPINRequest.asp>.
- \* Learn about additional PIN request options at  
<http://www.continental.com/help/acct/pPINRequestAdd.asp>.

If you do not know your OnePass number, contact the OnePass Service Center via information at  
<http://www.continental.com/onepass/contact>.

Note: To request a PIN change via e-mail, you must have an e-mail address in your account assigned as your primary Continental e-mail address. To make an e-mail address primary, sign in to your account, then click on the E-mail Settings link, then the E-mail Address Book link. Click on the "Make this my primary Continental e-mail address" under the e-mail address that you would like to make your primary.

-----  
PLEASE DIRECT ALL E-MAIL INQUIRIES TO [eservice@coair.com](mailto:eservice@coair.com).

EXHIBIT B

**Susan**

**To:** onepass@coair.com  
**Cc:** chgoesuzan@rcn.com  
**Subject:** I CANNOT ACCESS MY ACCOUNT  
**Importance:** High

*Applied  
2/28/02  
AT&T  
One Pass  
Program*

According to the 12/23/2002 letter from Continental One Pass Service Center, my passcode/PIN Code is 8980. However, it is NOT letting me get access to my account.

I must have, immediately, the miles credited to me from AT&T! This is EXTREMELY URGENT AS I HAVE A FORMAL HEARING W/THE ICC BUT WITHOUT GOING INTO DETAIL, I NEED MY INFORMATION (YESTERDAY) DUE TO AN EMERGENCY "INCIDENT" CREATED BY AT&T.

In fact, please fax a copy of the mileage - NOT MY PIN NUMBER - To Aimee Morris, Executive Office, AT&T (303) 294-7345. Please advise Aimee if AT&T has been crediting my account every month. After signing up with AT&T to get accrued mileage, I had to go through a litany of people to just get somebody to send me my PIN NUMBER! Now I have my PIN NUMBER and I cannot get anybody information from my account.

AT&T blames Continental and Continental blames AT&T. I am exhausted, bored and angry with the treatment I get - or lack of - which is just another example of AT&T's "FINE" customer treatment/appreciation! NOT!

If you have any questions, please call me at 773 665-9513. My address effective 4/28/03 is 3950 N. Lake Shore Drive #1008, Chicago, IL 60613. My former e-mail was - perhaps it went there. I don't know at this point what is where.

Thank you!

Susan L. Shipman

cc: File  
Aimee Morris  
Executive Offices, AT&T  
(303) 294-7345 - Work Fax  
(303) 298-6494 - Work Number

*EXHIBIT B*

8/17/2003



  

# Get 5

**Continental Airlines® OnePass®**  
miles for every dollar you  
spend with AT&T.



**Continental Airlines**  
*OnePass* 

*Janina 2/28/02*

## **AT&T/OnePass Program:** Earn miles every time you pick up the phone.

Imagine earning 5 Continental Airlines®  
OnePass® miles for every dollar you spend  
on qualifying AT&T services—including your  
AT&T Long Distance calls from home.\* Miles  
are credited to your account each month,  
bringing you closer to that great vacation  
you've been planning.

If you're already a Continental Airlines  
OnePass member, this is an easy way  
to earn extra miles. Just complete  
the attached reply form and return  
it in the envelope provided, or call  
1 800 255-4600, ext. 92792. Not yet a  
Continental Airlines OnePass member?  
No problem—simply sign up when you  
call the toll-free number above.

### **Get up to 1,000 bonus miles.**

Get 1,000 OnePass bonus miles when  
you sign up for AT&T Online Billing. Visit  
[www.att.com/continental/news](http://www.att.com/continental/news) to choose  
the convenient online billing option, and you'll  
receive 1,000 OnePass miles right away.

*EXHIBIT B*



December 23, 2002

Ms. Susan Shipman  
3550 N Lake Shore Dr 222  
Chicago, IL 60657-1916

Dear Ms. Shipman,

Thank you for your recent request concerning your OnePass Personal Identification Number (PIN). Your PIN Code is 8980. If you prefer another number, you can select your own PIN by calling InfoPass at 713-785-8999, option 17.

Besides being an important safety feature of your OnePass account, **YOUR PIN IS THE KEY** to all of your OnePass reward travel. *You can't get rewards without it.* So be sure to keep your PIN in a safe place. Better yet, *memorize it.* Because you'll need it whenever you redeem your miles for terrific OnePass rewards, or use any of the many OnePass services – including changing your address on your account. Plus, your PIN allows you to view your account mileage summary and statements on the Continental Web site (<http://www.continental.com/onepass>).

Should you forget your PIN, to prevent any unauthorized usage, we will not disclose it over the phone – only via mail.

So as you can see, your PIN is pretty important! Just consider it one of the many ways in which OnePass and Continental strive to maintain for you the finest frequent travel program in the industry.

We thank you for your continued support of the OnePass program and look forward to serving you on board again soon.

Sincerely,

OnePass Service Center

EXHIBIT B

RUSH UNIVERSITY



HENRY R. PALMER, M.D.  
INTERNAL MEDICINE

August 15, 2003

To Whom It May Concern:

Re: Susan Shipman – telephone service

As Ms. Shipman's physician I am concerned that the discontinuation her telephone service will place her health in serious jeopardy. She suffers from chronic pain involving several orthopedic injuries, as well as severe anxiety and depression. Her problems are frequently of an urgent nature that requires immediate attention. It is imperative that she not be without phone contact with the outside world. To remove this will be to place her health in very serious jeopardy. Please contact me, with the patient's permission, if you have further questions.

Sincerely,

Henry R. Palmer, M.D.

EXHIBIT C

# TALK AMERICA

Untitled

## XML Customer Service Record:

BTN : 773-665-9513  
iLec : AMRTC  
Clec : TALK  
Class: PU7  
Type : R  
Pic : 6746  
PicCo: The Phone Compa  
LPic : 6746  
LpicC: The Phone Compa  
Wtns : 0

## LISTING ADDRESS:

Name1: SUSAN SHIPMAN  
Name2:  
Addr1: 3950 N Lake Shore Dr  
Addr2:  
City : Chgo  
State: IL  
Zip :

## SERVICE ADDRESS:

Name1: SUSAN SHIPMAN  
Name2:  
Addr1: 3950 N LAKE SHORE DR APT 1008  
Addr2:  
City : CHGO  
State: IL  
Zip : 60613

## BILLING ADDRESS:

Name1: SUSAN SHIPMAN  
Name2:  
Addr1: 3950 N LAKE SHORE DR APT 1008  
Addr2:  
City : CHGO  
State: IL  
Zip : 60613

BTN : 773-665-9513

UJR CO PORT -Measured - Res(Z)  
PIC TVN | Carrier ()  
PICX 6746 | Carrier Identifier ()  
PCA BO, 08-20-03 | Carrier Arrangement ()  
ZPIC TVN | Predesignated Intralata (ACNA) ()  
LPIC 6746 | Predesignated Intralata Carr ()  
LPCA BO, 08-20-03 | Intralata Carrier Arrangement ()  
LCC 1RE | Line Class Code ()

Page 1

EXHIBIT D

# TALK AMERICA

Untitled

NC      SNAL | Network Channel ()

ESM    Call Fwd(P)  
ESX    Call Waiting(P)  
NSS    Repeat Dialing(P)  
NSQ    Call Return(P)  
NSD    Caller Identification(P)  
ESL    Speed Calling 8 Code(P)  
NWT    Wait & See(P)  
ESC    Three-Way Calling(P)  
TTR    Touch-Tone(P)  
RTV1N   Toll Restriction(P)  
UXTBU   \*\*Unknown\*\*(Z)  
CXC9X   \*\*Unknown\*\*(Z)  
NSR    Local Number Portability(I)  
N8D    Calling Name Display(P)  
TGROH   \*\*Unknown\*\*(Z)  
TGRTA   \*\*Unknown\*\*(Z)